Hearing Services Program
Online Portal User Guide – SP Admin/Manager Roles
SP Site User Role

Online Portal User Guide – SP Admin/Manager Roles

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Introduction

About The Hearing Services Program

The Office of Hearing Services (the Office) manages the Australian Government Hearing Services Program (the program) which provides eligible people with access to a range of hearing services including:

- A comprehensive hearing assessment.
- Hearing rehabilitation services, including information and support.
- A wide range of quality free-to-client hearing devices made by leading manufacturers.
- An optional annual maintenance agreement.

What Is the Online Portal

The Online Portal (the portal) is a system that, that can be accessed through the Office website and provides a quick and easy way to:

- Check your client's eligibility for the program.
- Apply for a new voucher or process a return voucher on behalf of a client.
- View and update client details.
- Manage site details for your business.

About This Guide

This user guide contains specific tailored instructions on how to use the online portal. There are two portal user guides for service providers – one for SP Admins and SP Manager user roles and one for the SP Site user role.

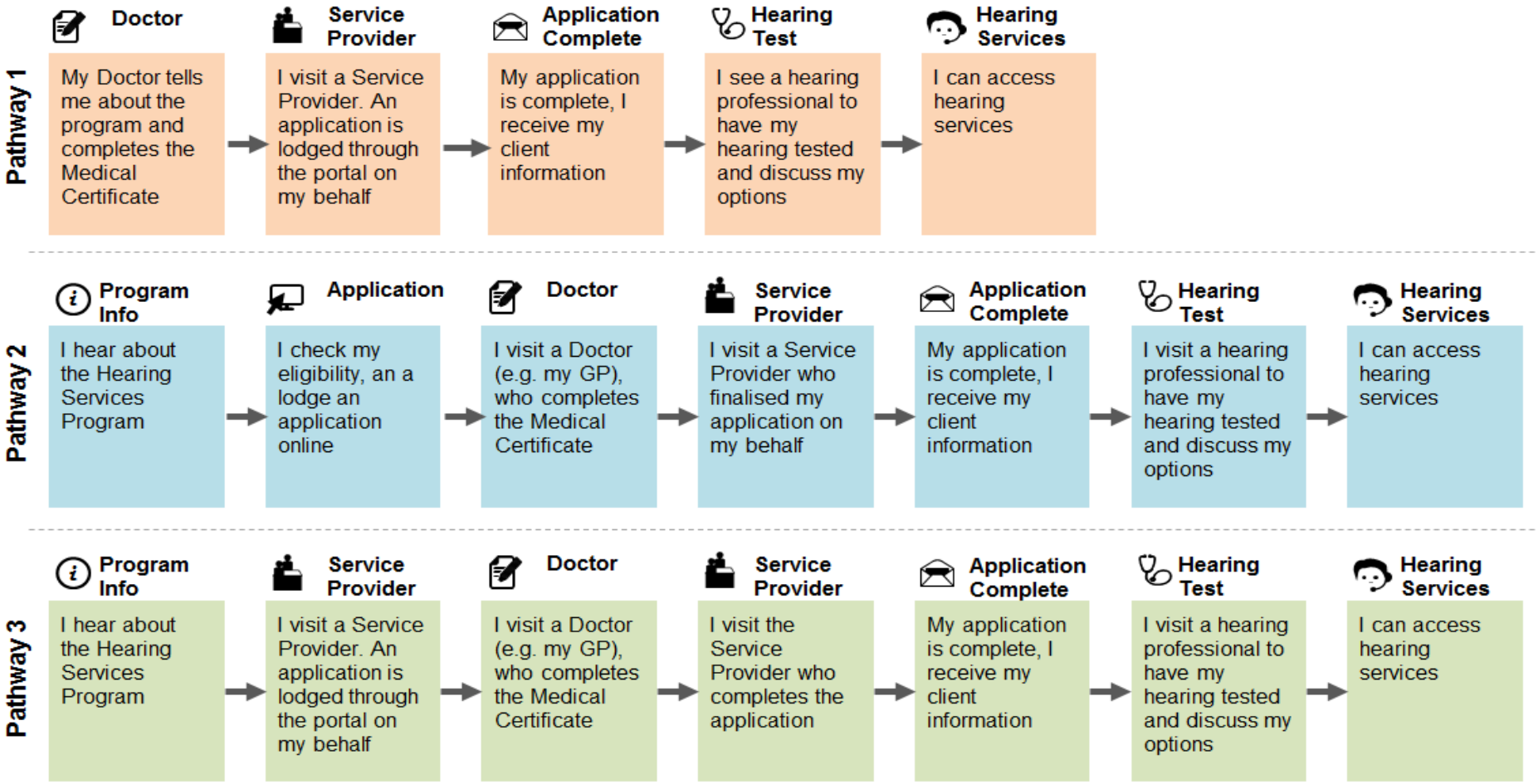
This Guide is for Service Providers with SP Admin and/or SP Manager role assigned to them. This version is current at December 2014.

Please note that screenshots of the website and portal are used throughout this guide in order to help you navigate between the portal and the guide. These screenshots are to provide a visual representation of the page look and feel and not intended to be read in full.

For further information visit www.hearingservices.gov.au, email hearing@health.gov.au or call 1800 500 726.

Obtaining services through the program

This provides an overview of different ways clients can apply for the program. You may wish to walk your clients through this.


Pathway 1
Doctor
My Doctor tells me about the program and completes the Medical Certificate
Service Provider
I visit a Service Provider. An application is lodged through the portal on my behalf
Application Complete
My application is complete, I receive my client information
Hearing Test
I see a hearing professional to have my hearing tested and discuss my options
Hearing Services
I can access hearing services
Pathway 2
Program Info
I hear about the Hearing Services Program
Application
I check my eligibility, an a lodge an application online
Doctor
I visit a Doctor (e.g. my GP), who completes the Medical Certificate
Service Provider
I visit a Service Provider who finalised my application on my behalf
Application Complete
My application is complete, I receive my client information
Hearing Test
I visit a hearing professional to have my hearing tested and discuss my options
Hearing Services
I can access hearing services
Pathway 3
Program Info
I hear about the Hearing Services Program
Service Provider
I visit a Service Provider. An application is lodged through the portal on my behalf
Doctor
I visit a Doctor (e.g. my GP), who completes the Medical Certificate
Service Provider
I visit the Service Provider who completes the application
Application Complete
My application is complete, I receive my client information
Hearing Test
I visit a hearing professional to have my hearing tested and discuss my options
Hearing Services
I can access hearing services

*Please note this high level overview may not represent an individual's experience of obtaining services through the program. Paper application forms are still available but can take up to four weeks to finalise.

Hints for using the online portal

This guide provides help on the functions available to you as a hearing services provider. If you would like information on functions available to the general public, please refer to the guide titled **Hearing Services Online – A Guide for the Public**.

What	Helpful Hint
Mandatory fields	Mandatory fields are marked with an asterisk (*). These fields need to be completed in order to progress to the next screen
Date format	Dates are split into three separate fields for date; month; year for example 15 Sept 2013
Error messages	Error messages will appear if information in a field is missing or incorrect
F5, back button and refresh icon	F5, the back button and the refresh icons **do not** work in the online portal
Home Icon **Home** &	The home icon and **Home** link appear in the top left corner when you are logged into the portal. Clicking either of these should always return you to the portal landing page. If you leave the portal and go to the public website, the **Home** link will take you to the website home page and the home icon will take you to your portal landing page
Open All	Open All opens all expandable sections on pages in the online portal
Close All	Close All closes all expandable sections on pages in the online portal
Hearing Services Program logo	Clicking the Hearing Services Program logo on the top right hand corner will take you to the website homepage

What can you do in the online portal?

As a Service Provider you have access to a range of functions in the online portal. To access these functions you will need the appropriate role/s assigned to your user profile. A single user can have multiple roles assigned to them. For further information on portal user roles visit the HSO Project Page at www.hearingservices.gov.au. If you are assigned the SP Admin and/or SP Manager roles, the following functions will be available to you.

SP Admins and SP Managers

1. Login
2. Add new users
3. Manage existing user details, including export user details
4. Add new site
5. View, amend and close sites including export site details

SP Managers Only

If you are assigned the SP Manager role you will also be able to view and export a list of your client details.

1. Account set up and login

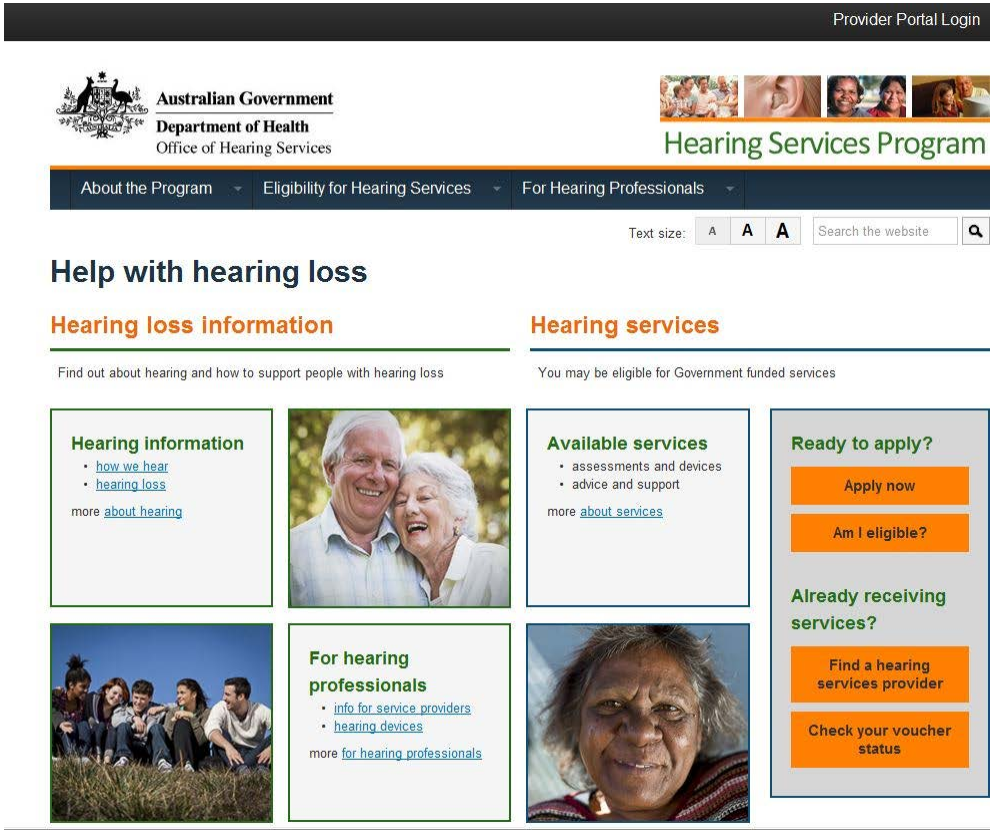
In order to log in to the online portal you will need to be invited by another user who has the appropriate role. SP Admins can add both SP Managers and SP Site user roles to a user's profile. SP Managers are only able to add SP Site user roles to a user profile. If you would like to add the SP Admin role to a user profile, another SP Admin will need to complete the SP Admin nomination form which is available on the HSO Project webpage at www.hearingservices.gov.au.

Once invited, a system generated email invitation will be sent to the new user. The new user will need to accept the invitation to the online portal by clicking the link in the email invitation and have obtained and installed their AUSkey. The new user will then be asked to login using their AUSkey details. For more information on AUSkey visit www.auskey.abr.gov.au.

Please note that the user details held in the online portal will be automatically updated to reflect the details held by AUSkey, including name and email address.

1.1	1.2	1.3	1.4	1.5
OHS Homepage	**AUSkey login**	**Site selection**	**Terms and Conditions**	**Landing page**

1.1 Office of Hearing Services Homepage



Step 1

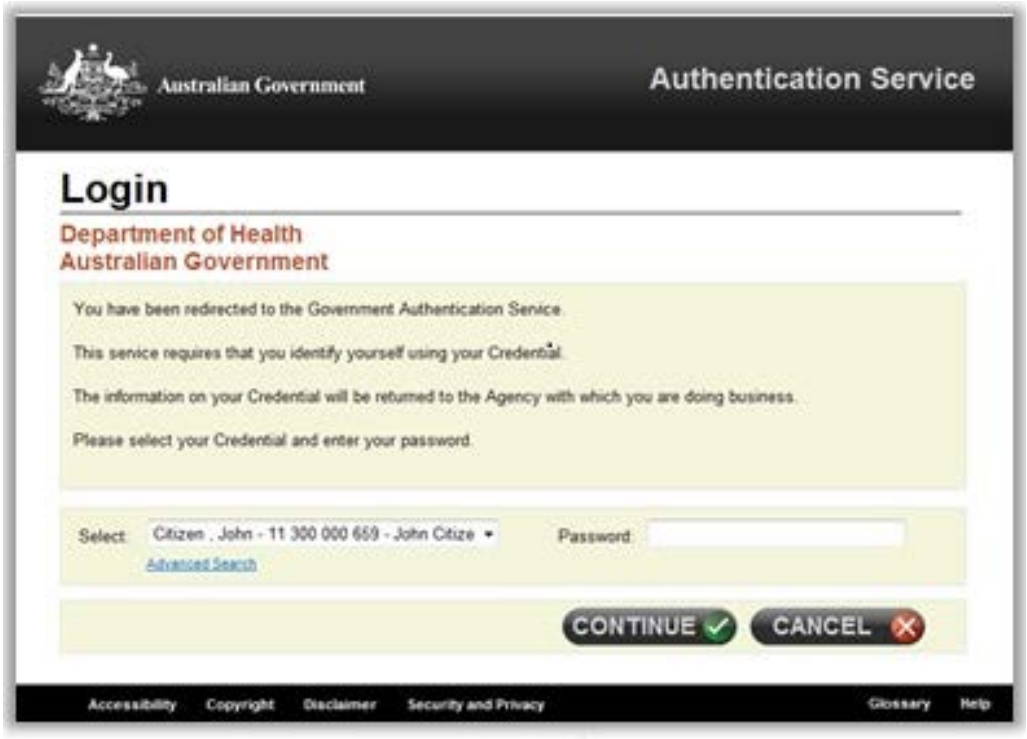
Visit the Office of Hearing Services website - **www.hearingservices.gov.au**

Step 2

Click on the **Provider Portal Login** link on the top right corner of the page

1.2 AUSkey Login

The Australian Government Authentication Service page will be displayed. You will need your AUSkey and have previously accepted your email invite to the online portal before you can log in.



Step 1
Select your AUSkey profile from the drop down list

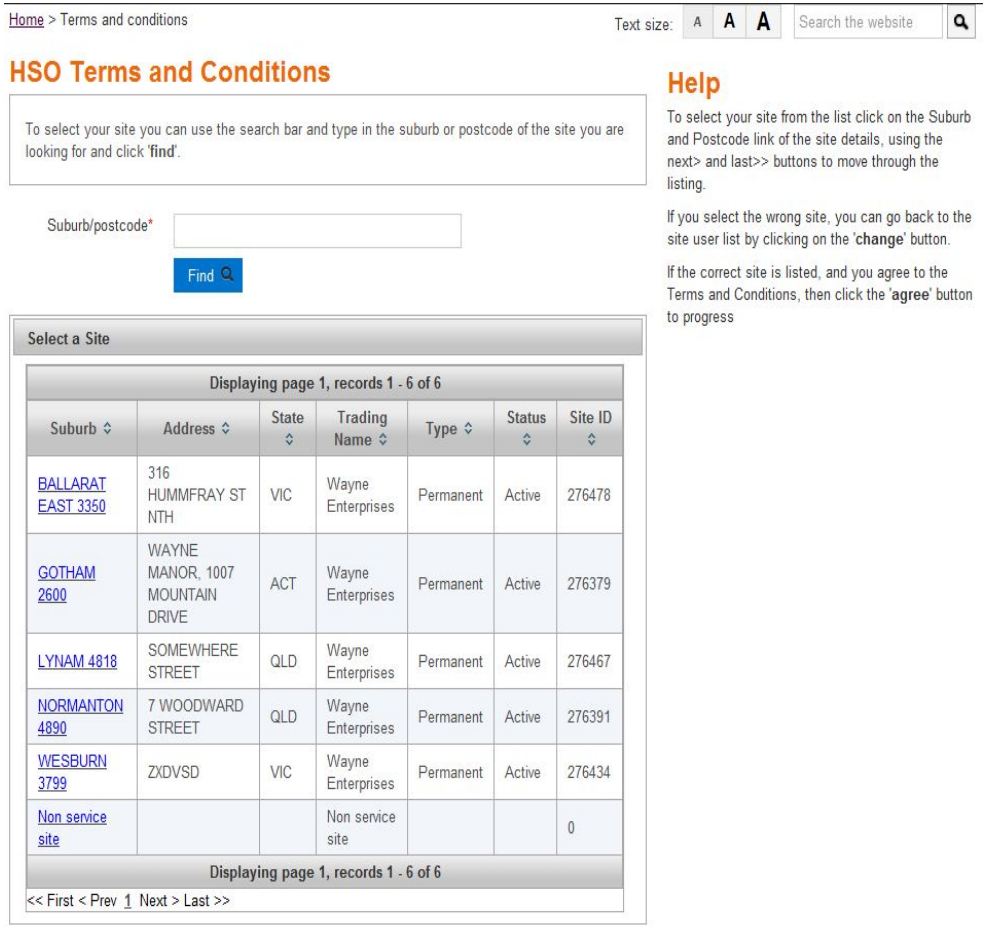
There may be more than one user registered to your business and accessing the portal from the same computer as you. Some users may also have different profiles for different businesses. Please make sure you select the correct AUSkey profile from the list provided

Step 2
Enter your AUSkey **Password**

Step 3
Click the **Continue** button to access the landing page in your secure provider portal

If you need to obtain an AUSkey, have any questions, or require assistance with using your AUSkey please contact 1300 AUSKEY (1300 287 539) or visit www.auskey.abr.gov.au

1.3 Site selection


Home > Terms and conditions
Text size: A A A
Search the website
HSO Terms and Conditions
To select your site you can use the search bar and type in the suburb or postcode of the site you are looking for and click 'find'.
Suburb/postcode*
Find
Help
To select your site from the list click on the Suburb and Postcode link of the site details, using the next> and last>> buttons to move through the listing.
If you select the wrong site, you can go back to the site user list by clicking on the 'change' button.
If the correct site is listed, and you agree to the Terms and Conditions, then click the 'agree' button to progress
Select a Site
Displaying page 1, records 1 - 6 of 6
Suburb | Address | State | Trading Name | Type | Status | Site ID
BALLARAT EAST 3350 | 316 HUMMFRAY ST NTH | VIC | Wayne Enterprises | Permanent | Active | 276478
GOTHAM 2600 | WAYNE MANOR, 1007 MOUNTAIN DRIVE | ACT | Wayne Enterprises | Permanent | Active | 276379
LYNAM 4818 | SOMEWHERE STREET | QLD | Wayne Enterprises | Permanent | Active | 276467
NORMANTON 4890 | 7 WOODWARD STREET | QLD | Wayne Enterprises | Permanent | Active | 276391
WESBURN 3799 | ZXDVSD | VIC | Wayne Enterprises | Permanent | Active | 276434
Non service site | | | Non service site | | | 0
Displaying page 1, records 1 - 6 of 6
<< First < Prev 1 Next > Last >>

Step 1

Select your site from the list by clicking on the Suburb & Postcode link of your site details e.g. Strathfield 2135

The list can be searched by Suburb, or you can use the Next> and Last> buttons to go through the list

Any changes you make to client records after you log in at a particular site will impact the client relationship between the site and the client.

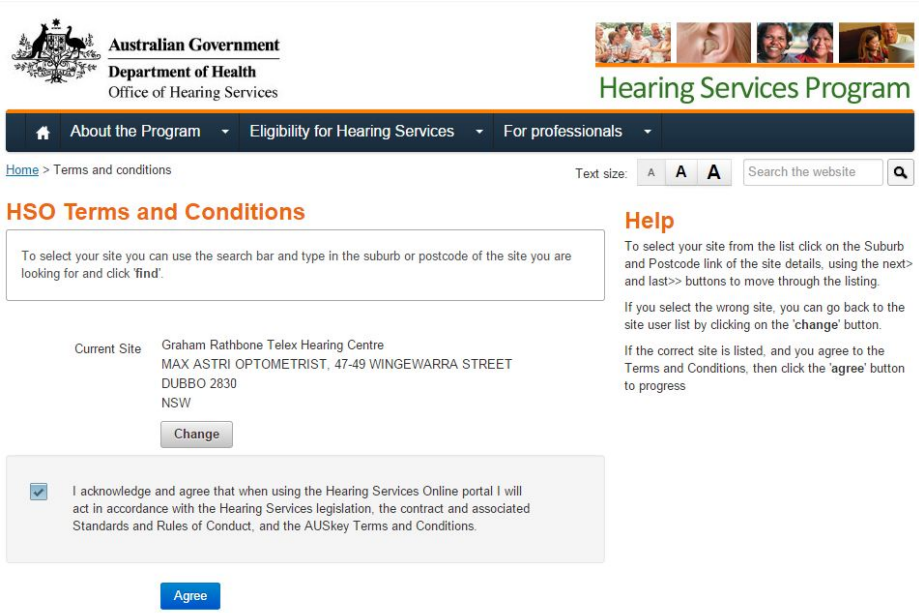
If you wish to make changes to client records without impacting on the client relationship you can:

- choose the Non-service site option from the list
- change the site you are logged into (to the site which has the relationship with the client)

And all existing relationships will be maintained.

1.4 Terms and Conditions

You will need to accept the Terms and Conditions to continue.

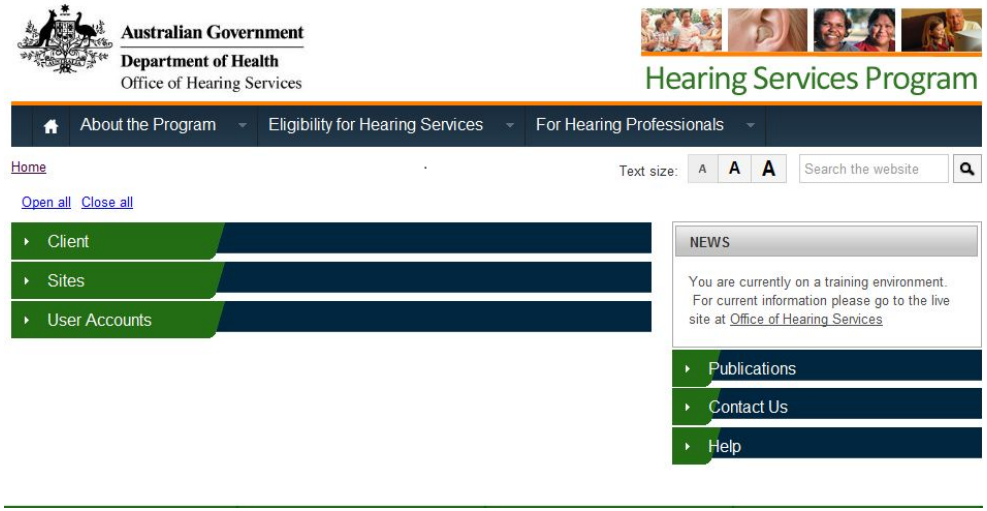

Australian Government
Department of Health
Office of Hearing Services
Hearing Services Program
About the Program
Eligibility for Hearing Services
For professionals
Home > Terms and conditions
Text size:
Search the website
HSO Terms and Conditions
To select your site you can use the search bar and type in the suburb or postcode of the site you are looking for and click 'find'.
Current Site
Graham Rathbone Telex Hearing Centre
MAX ASTRI OPTOMETRIST, 47-49 WINGEWARRA STREET
DUBBO 2830
NSW
Change
I acknowledge and agree that when using the Hearing Services Online portal I will act in accordance with the Hearing Services legislation, the contract and associated Standards and Rules of Conduct, and the AUSkey Terms and Conditions.
Agree
Help
To select your site from the list click on the Suburb and Postcode link of the site details, using the next> and last>> buttons to move through the listing.
If you select the wrong site, you can go back to the site user list by clicking on the 'change' button.
If the correct site is listed, and you agree to the Terms and Conditions, then click the 'agree' button to progress

Step 1
Ensure that the selected **site details are correct**. If you have selected the wrong site, you can go back to the site user list by clicking on the **Change** button

Step 2
Review the statement, tick the box to agree to the Terms and Conditions, and then click the **Agree** button to progress

1.5 Landing Page

The Landing Page is the first screen you will see when you have successfully logged in to the portal. You can use this page to access the functions available to you.



Your Landing Page will contain different functions depending on the roles that you have been allocated

Clicking on Home or the home icon will take you back to the portal Landing Page

2. Add new user

To allow people in your organisation to use the online portal, individuals assigned SP Admin and/or SP Manager roles in the portal will be able to invite other users. When setting up a new user, you will need to assign the appropriate roles for that user. There are three levels of user roles available and people can be assigned multiple roles depending on the functions they will be required to complete in the portal. You will only be able to add user roles based on the roles you have been assigned. For example an SP Manager can only add the SP site user role to a user's profile.

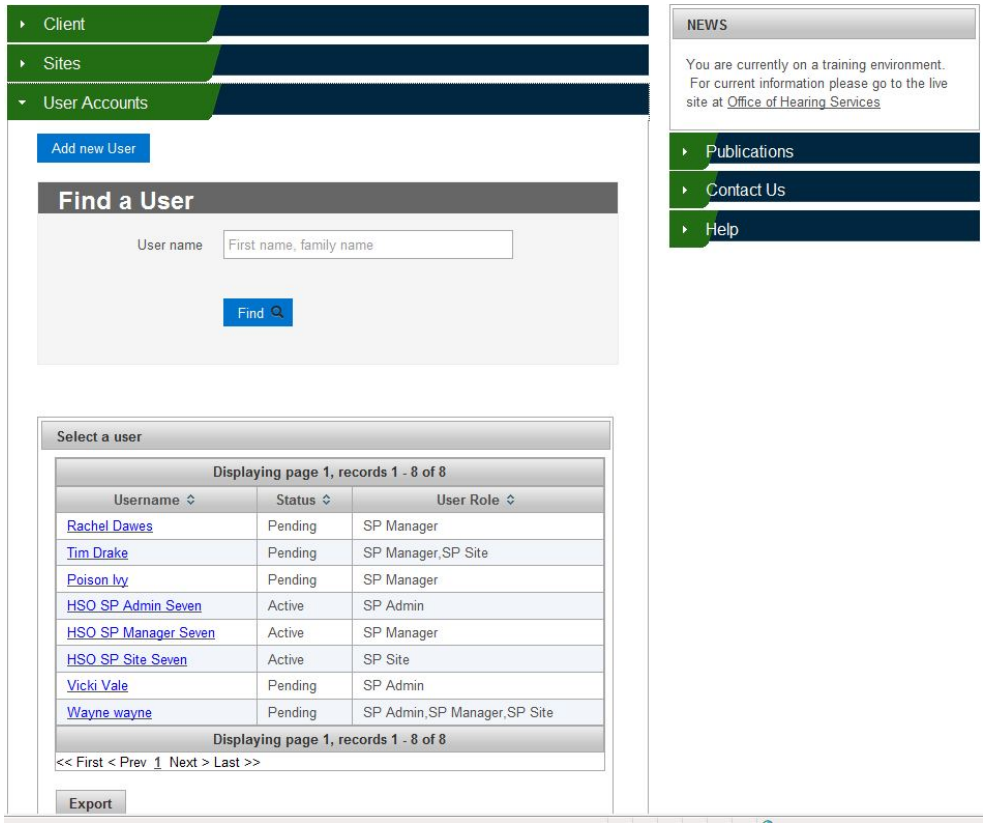
- **SP Admin** – access to site functions including add, amend and close site, add SP Manager and Site users.
- **SP Manager** – access to add and manage user details, including add SP Site users, view and export client details.
- **SP Site** – access to application and client functions.

The role of SP Admin can only be added by the Office. Please download the SP Admin nomination form from the HSO Project page on the Office website at **www.hearingservices.gov.au**.

2.1	2.2	2.3
Add user	**Add user details**	**Confirmation**

2.1 Add User

From the Landing Page, you can access all the functions available to you. To add or edit user accounts, follow the steps outlined below.



NEWS
You are currently on a training environment. For current information please go to the live site at Office of Hearing Services
Publications
Contact Us
Help

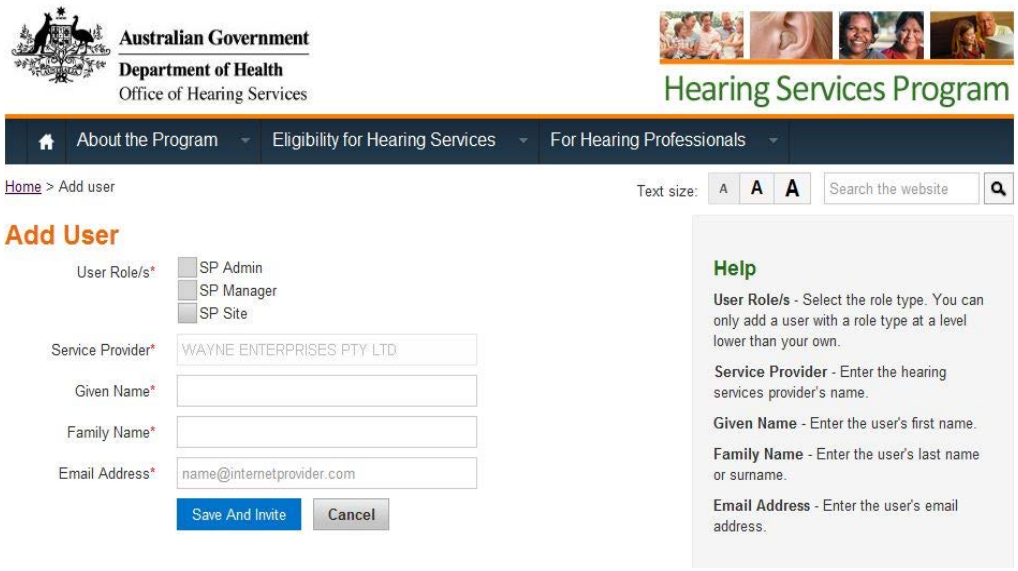
Step 1
Click the green **User Accounts** heading to expand the section

You will only see this option if you have been assigned SP Admin and/or SP Manager roles

Step 2
Click **Add new user**

2.2 Add user details

Here you can enter the details of the new user, including which portal role/s they will have.


Australian Government
Department of Health
Office of Hearing Services
Hearing Services Program
About the Program
Eligibility for Hearing Services
For Hearing Professionals
Home > Add user
Text size: A A A
Search the website
Add User
User Role/s*
SP Admin
SP Manager
SP Site
Service Provider*
WAYNE ENTERPRISES PTY LTD
Given Name*
Family Name*
Email Address*
name@internetprovider.com
Save And Invite
Cancel
Help
User Role/s - Select the role type. You can only add a user with a role type at a level lower than your own.
Service Provider - Enter the hearing services provider's name.
Given Name - Enter the user's first name.
Family Name - Enter the user's last name or surname.
Email Address - Enter the user's email address.

Step 1
Select the **User Role Type**(s) ticking each of the roles required by the new user

- **SP Admin** – access to site functions including add, amend and close site, add and manage users
- **SP Manager** – access to user functions, including add and manage users
- **SP Site** – access to application and client functions

Your landing page will contain different functions depending on the roles that you have been allocated You will only be able to select the roles that you have permission to add to user profiles. For example, if you only have SP Manager role assigned to you, you will only be able to add the SP site user role to a user profile

Step 2
Enter the **Given Name**

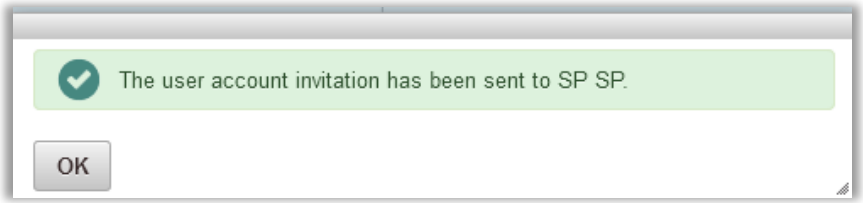
Step 3
Enter the **Family Name**

Step 4
Enter the **Email Address**

Step 5
Click **Save and Invite** to generate an email to the new user

2.3 Confirmation

You will receive a message confirming that the new user has been added.



Step 1
Click **OK** to return to the Service Provider Landing Page

A system generated email will be automatically sent to the new user

Step 2
The new user will need to click the website address link in the email invitation to complete the process

From the website they will be able to login with their AUSkey

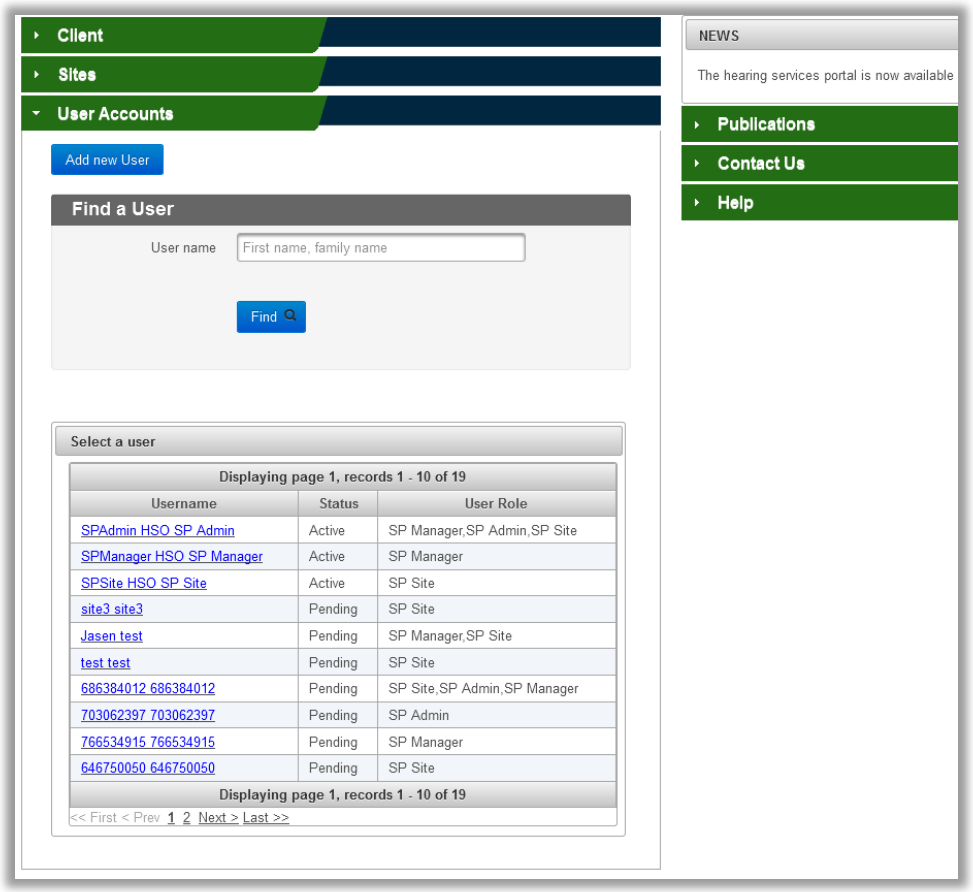
The new user must accept the invitation within 10 days or the invitation will expire. If the invitation expires they will need to be invited again. Information on how to re-invite a user is included in section 3 below

3. Manage existing user

You can amend the details and roles assigned to existing users.

3.1	3.2	3.3
Find user	**User details**	**Confirmation**

3.1 Find user



Step 1

Click the green **User Accounts** heading to expand the section

Option 1 – Search For User

Step 1
Enter the user name

Step 2
Click **Find**

Option 2 – Select From List

Step 1
Select the user from the list

You can use the Next > or Last>> buttons to move between pages of the list

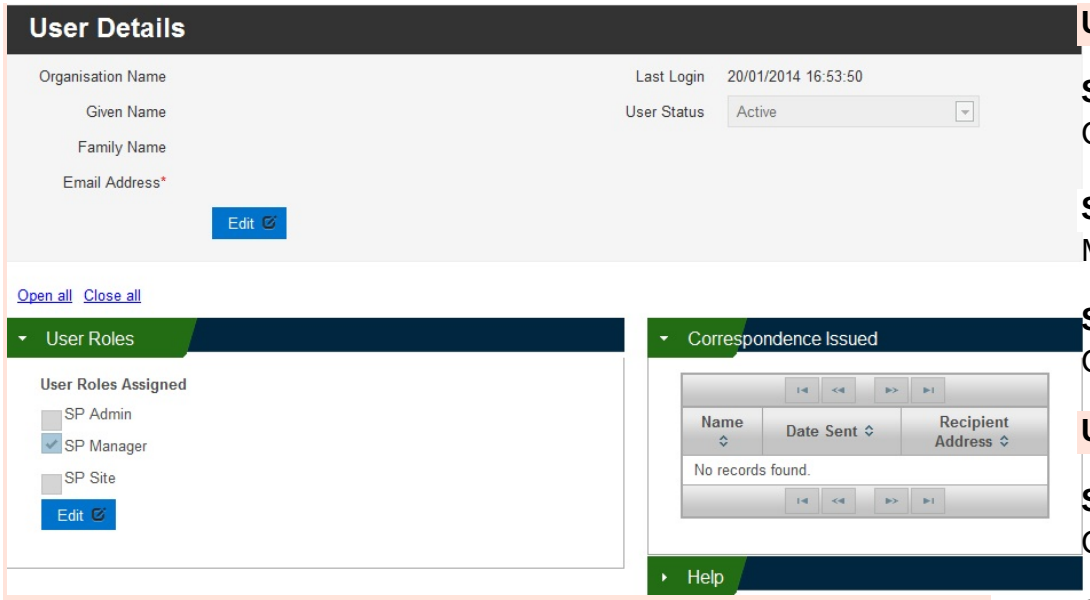
Step 2
Click on the user name

Option 3 – Export User Details

Step 1
Click on the **Export** button and you can either open or save the file. You can then review, sort, and manage the information in most spreadsheet software

3.2 User Details

Once you have found a user you can click on their name and view and update their details.



Update Email

Step 1
Click on **Edit**

Step 2
Make changes to **Email Address**

Step 3
Click on **Save**

Update Roles

Step 1
Click on **Edit**

Step 2
Select or de-select the appropriate User Roles

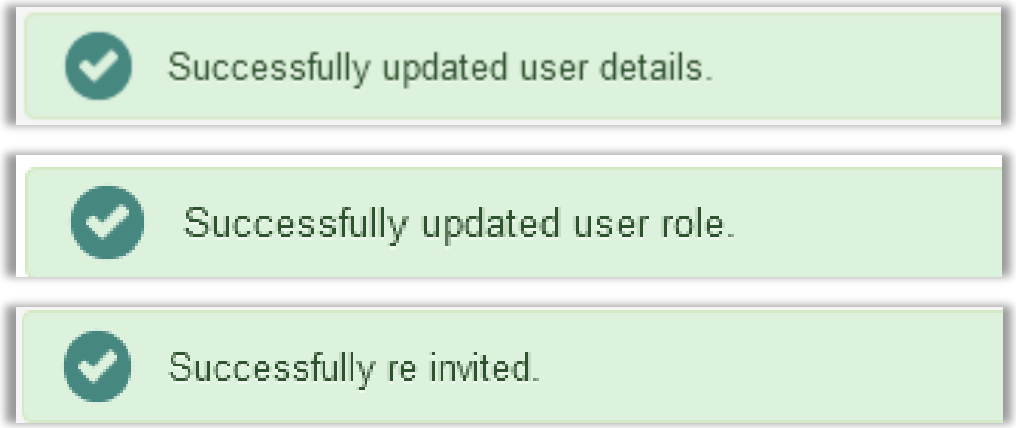
Step 3
Click on **Save**

Re Invite User

Step 1
If the **User Status** is still Pending and you need to invite a User again, click on **Invite Again**

3.3 Confirmation

Depending on the edits you made, you will receive a message confirming that your changes have been successful. If you do not receive one of these messages you will be shown error messages so that you can fix the information and resubmit.



Update Email

A “Successfully updated user details” message will appear

Update Roles

A “Successfully updated user role” message will appear

Re Invite User

A “Successfully re invited” message will appear

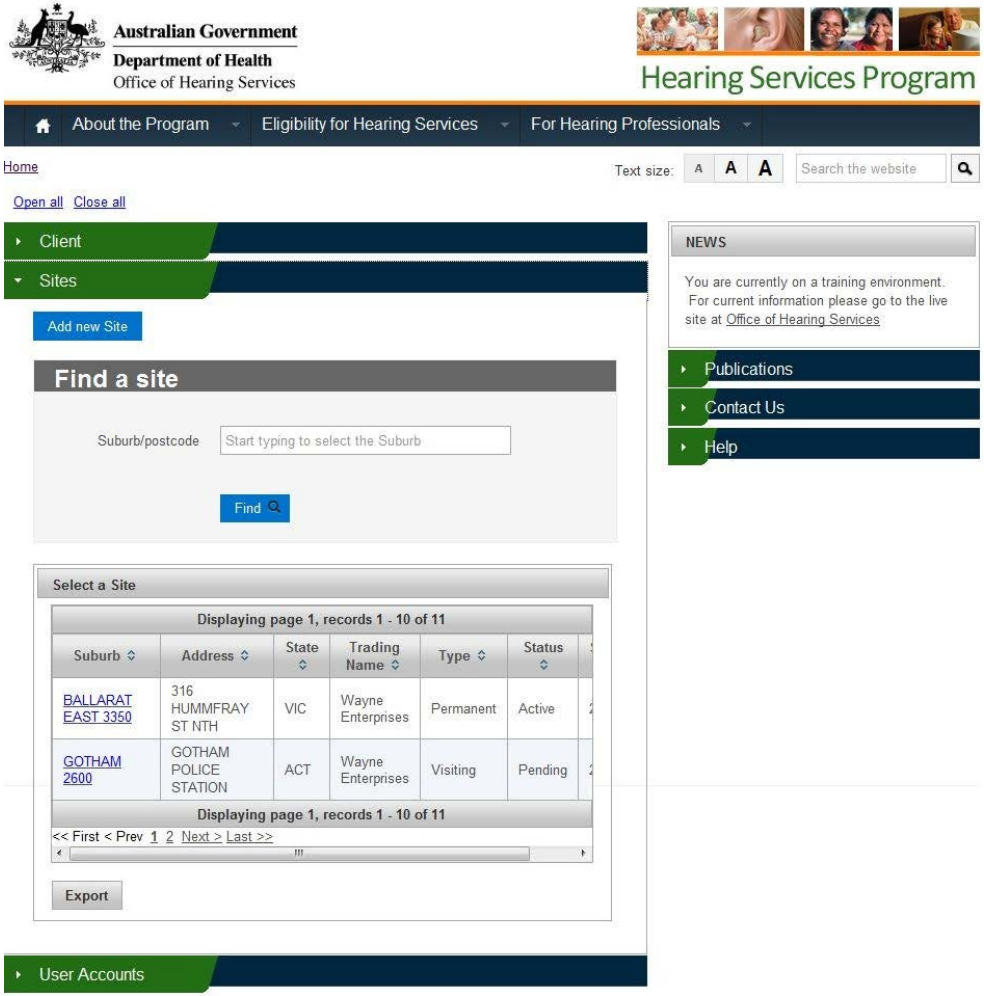
4. Add new site

You can add new sites, for example when your practice opens a new office or visiting site. You will need to certify that the new site meets the requirements of Clause 11 of the Service Provider Contract.

The details of the new site will automatically be added to the online Local Provider Directory.

4.1	4.2	4.3
Landing page	Add site details	Confirmation

4.1 Landing page

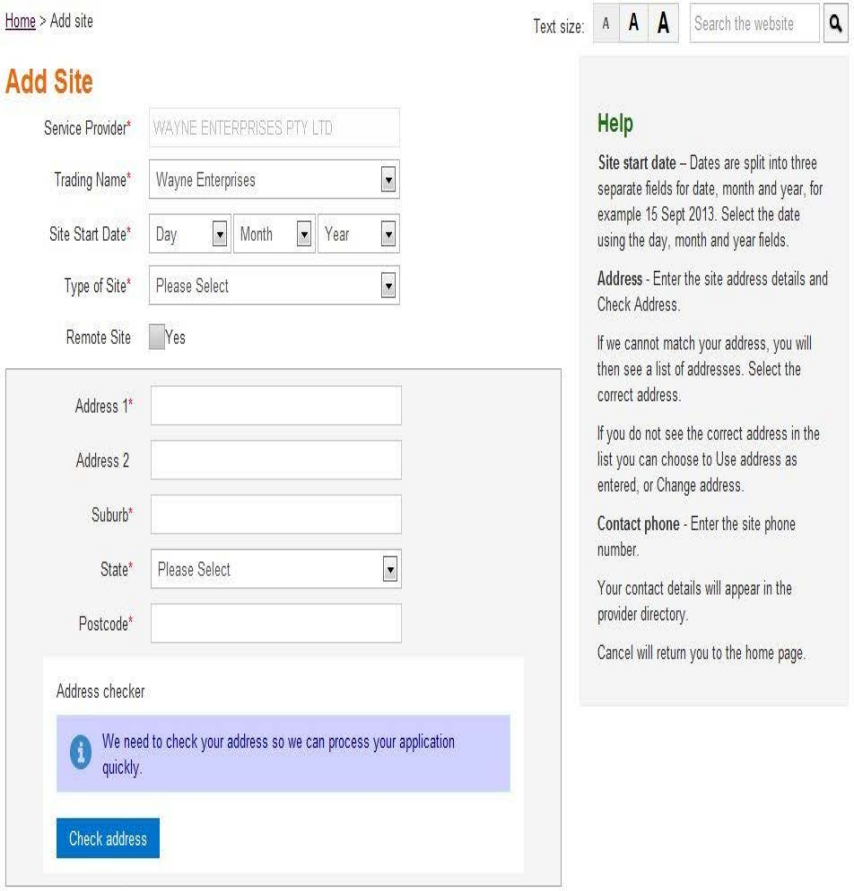


Step 1
Click the green **Sites** heading to expand the section

Step 2
Click **Add new site**

4.2 Add site details

Here you can enter the details of the new site.


Home > Add site
Text size: A A A
Search the website
Add Site
Service Provider*
WAYNE ENTERPRISES PTY LTD
Trading Name*
Wayne Enterprises
Site Start Date*
Day
Month
Year
Type of Site*
Please Select
Remote Site
Yes
Address 1*
Address 2
Suburb*
State*
Please Select
Postcode*
Address checker
We need to check your address so we can process your application quickly.
Check address
Help
Site start date – Dates are split into three separate fields for date, month and year, for example 15 Sept 2013. Select the date using the day, month and year fields.
Address - Enter the site address details and Check Address.
If we cannot match your address, you will then see a list of addresses. Select the correct address.
If you do not see the correct address in the list you can choose to Use address as entered, or Change address.
Contact phone - Enter the site phone number.
Your contact details will appear in the provider directory.
Cancel will return you to the home page.

The Service Provider organisation name will be shown and greyed out. You are unable to edit this field

Step 1

Select the **Trading Name** from the dropdown list

The names available in this list are entered by the Office. To add a Trading Name please email – hearing@health.gov,.au or call 1800 500 726

Step 2

Enter the **Site Start Date**

This is the date this site will be open for business and will appear in the Local Provider Directory

Step 3

Select the **Type of Site** from the dropdown menu

Step 4

Tick the box if the site is a **Remote Site**

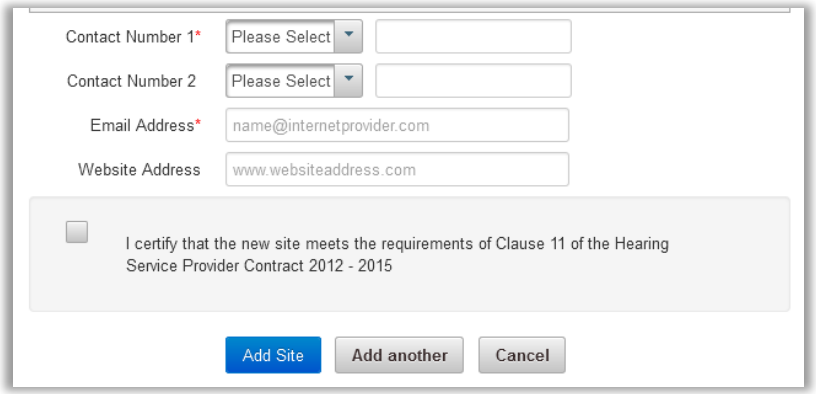
Step 5

Enter the site address details

Step 6

Click Check address. *Please do this so that the site appears in the correct location in the online Local Provider Directory*

4.2 Add site details continued



Step 7

Select the **phone type** from the dropdown menu and enter the site **Contact Number**. You may enter a second contact number if you have one

Step 8

Enter the site **Email Address**

Step 9

You may enter the site **Website Address**

The website address will appear in the Local Provider Directory

Step 10

Tick the box to **certify** the new site meets the requirements of Clause 11 of the Service Provider Contract

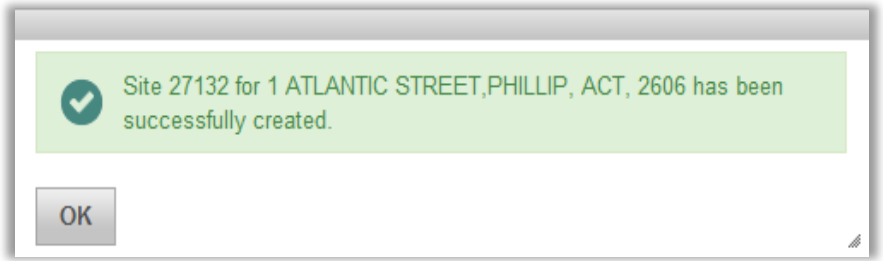
Step 11

Click **Add Site** to complete the process or if you have more than one site to add click **Add another**

The first permanent site will be added to the portal by the Office with the details you provide when you commence your contract with the Office

4.3 Confirmation

You will receive a message confirming that the new site has been added.



Step 1
Click **OK** to return to the Service Provider Landing Page

or

If you chose to add another site you can continue adding the details of the new site

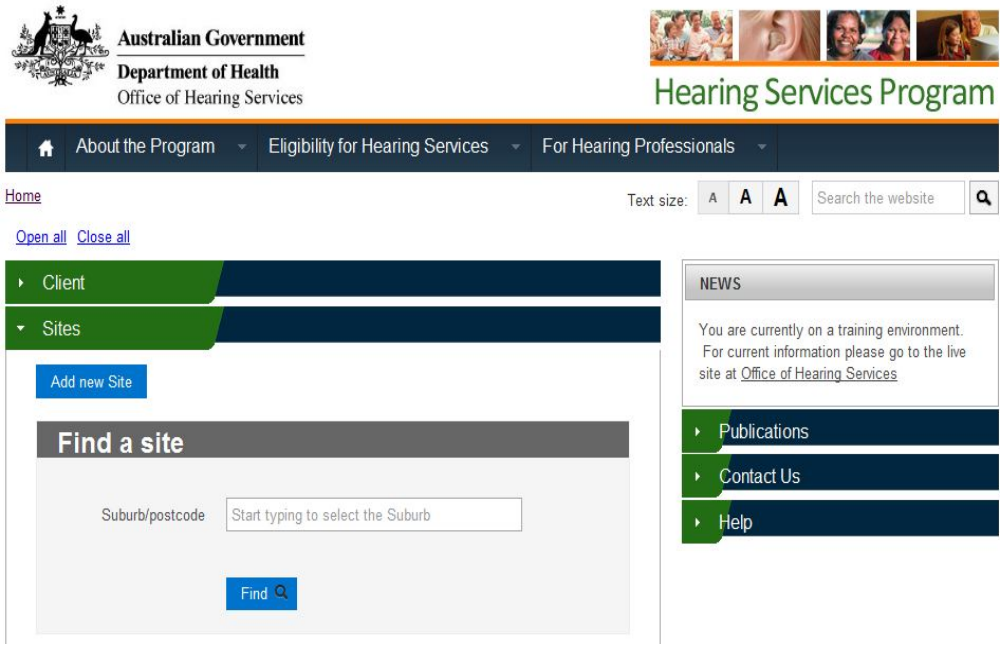
An email will be automatically sent to: hearing@health.gov.au the Service Provider Contractor (the holder of the contract between a Service Provider and OHS) and the Site email provided at Step 8

5. View, amend or close site

You can manage existing sites by viewing, amending and closing them. As an SP Manager you will also be able to export of a list of your sites.

5.1	5.2	5.3
Find and view site	**Amend or close site**	**Confirmation**

5.1 Find and view site



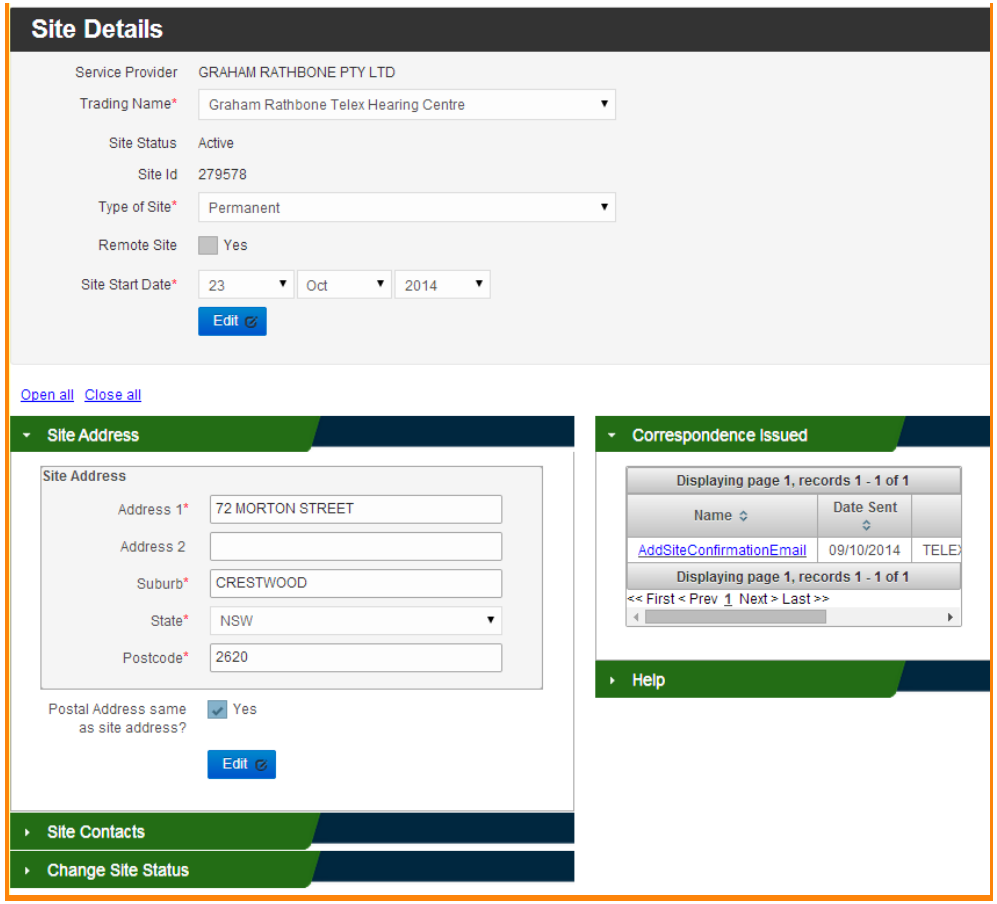
Step 1
Click the relevant green **Sites** heading to expand the section

Step 2
You can find a site by **entering its suburb**

Select the site from the list provided

You can use the Next> or Last>> buttons to move between pages of the list

5.2 Amend site and export site details



View

Step 1
Click on the relevant **green heading** to expand and show the details of the site address or relevant correspondence

Amend

Step 1
Click on the relevant **green heading** to expand and show the details

Step 2
Click **Edit** and the fields will become active

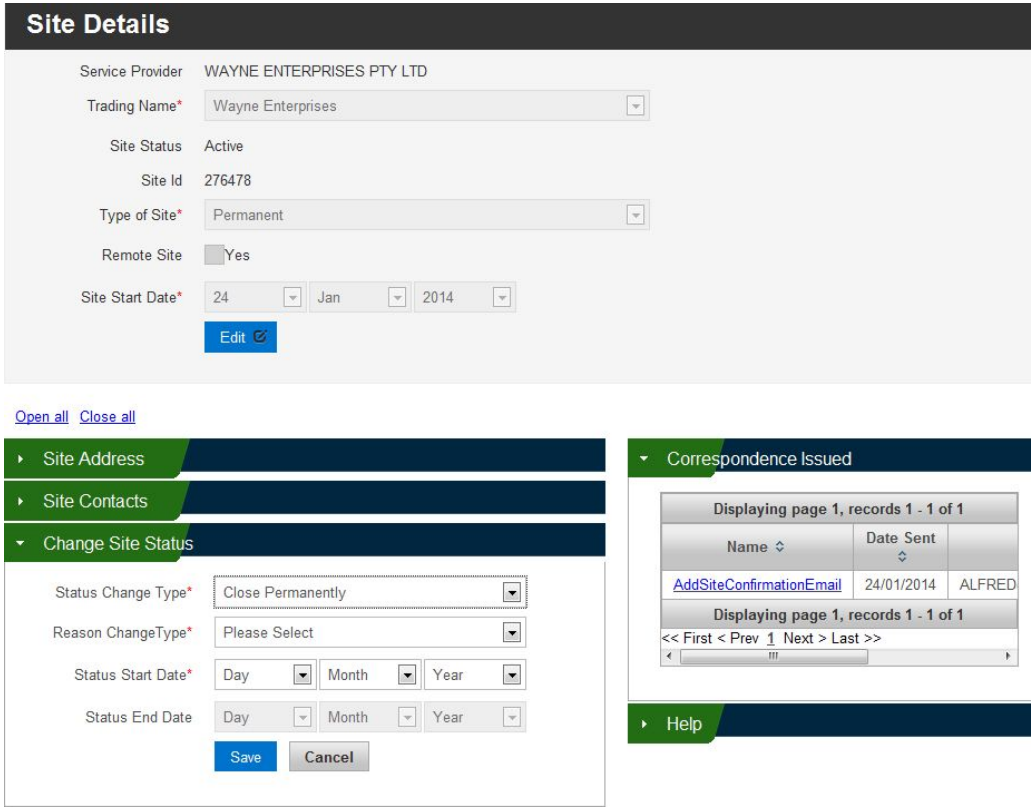
Step 3
Amend the details in the relevant fields

Step 4
Click **Save**

Export Site Details

Step 1
Click on the **Export** button and you can either open or save the file. You can then review, sort, and manage the information in most spreadsheet software

5.3 Close site



Step 1
Click on the **Change Site Status** heading to expand and show the details

Step 2
Click **Edit** and the fields will become active

Step 3
Select the appropriate **Option** from the **Status Change Type** dropdown menu, select a **Reason** and enter the **Dates** as required

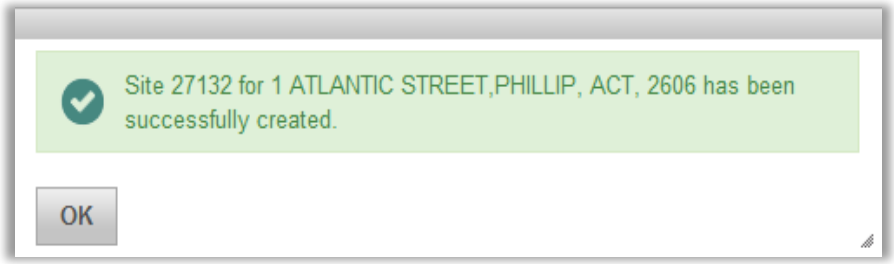
You cannot close a pending site. If you wish to do this, you will need to activate the site by changing the start date to today's date, and then closing the site

Only the Office can close the final permanent site for any Service Provider

Step 4
Click **Save**

5.4 Confirmation

A green box will appear when you click ‘Save’ under the relevant heading to confirm that the change to details or close of the site was successful.



Step 1

Click **OK** to return to the Service Provider Landing Page

An email will be automatically sent to hearing@health.gov.au, the Service Provider Contractor (the holder of the contract between a Service Provider and the Office) and the current email registered for the site

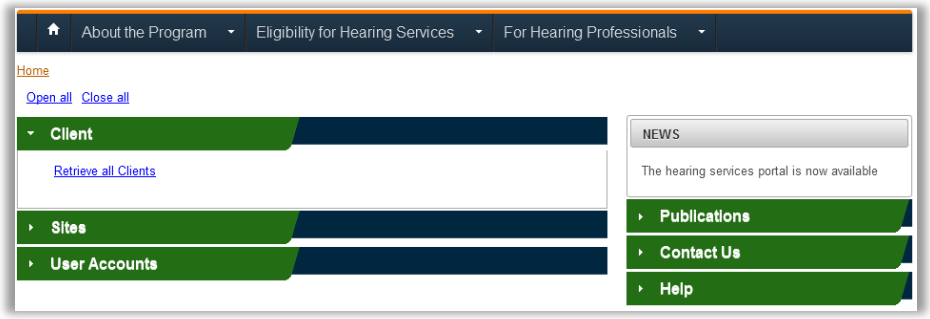
6 Export client details – SP Managers Only

As an SP Manager, you can view and export the details of all your clients to assist you with you reviewing client details and help you keep your own records up to date with the records in the online portal.

This list of client details is exported in .csv format. You can choose to open the file or save the file and you can manage the details in most spreadsheet software.

6.1	6.2	6.3
Landing page	**Retrieve all clients**	**Export client details**

6.1 Landing page



Step 1

Click the green **Client** heading to expand the section

6.2 Retrieve all clients

Australian Government
Department of Health
Office of Hearing Services
Hearing Services Program
About the Program
Eligibility for Hearing Services
For Hearing Professionals
Home > All clients list
Text size: A A A
Search the website
Client Listing for all 39 clients
Displaying page 1, records 1 - 10 of 39
Family Name
Given Name
Date of Birth
Eligibility Number
Suburb
State
Status
Voucher Number
Voucher End date
ADBClient BKPLoad 01/01/1970 8453968 GREENSBOROUGH 3088 VIC Eligible - voucher issued 166385504F-16012014 16/01/2017
AYIClient VDVLoad 01/01/1970 8335593 GREENSBOROUGH 3088 VIC Eligible - voucher issued 166385737L-16012014 16/01/2017
BLHClient ACPLoad 01/01/1970 8526982 GREENSBOROUGH 3088 VIC Eligible - voucher issued 166386241J-16012014 16/01/2017
BMSClient TMILoad 01/01/1970 8438521 GREENSBOROUGH 3088 VIC Eligible - voucher issued 166385766Y-16012014 16/01/2017
HFOClient DDYLoad 01/01/1970 8528339 GREENSBOROUGH 3088 VIC Eligible - voucher issued 166386130X-16012014 16/01/2017
IUNClient VLBLoad 01/01/1970 8629814 GREENSBOROUGH 3088 VIC Eligible - voucher issued 166385756A-16012014 16/01/2017
Displaying page 1, records 1 - 10 of 39
<< First < Prev 1 2 3 4 Next > Last >>
Export
Cancel

View All Clients

Step 1

Click Retrieve all clients link to bring up a list of all your clients

You will only have this link if you have been given the SP Manager role.

You can sort the client list by clicking on the header

Export Client List

Step 1

Click on the **Export** button and you can either open or save the file

You will then be able to view, and sort the records in most spreadsheet software